**GRANT OSFIELD**

**Industry Summary**

|  |  |
| --- | --- |
| Transport & Aviation  Energy & Utilities  Banking and Finance  IT & Telecommunications  Retail and distribution  Manufacturing | State and Federal Government  Legal and Professional Services  Banking and Finance  Mining  Security  Infrastructure |

**Capabilities Summary**

|  |  |
| --- | --- |
| * General Management * Strategic and business plan development and execution * Strategic marketing plan development and execution * Budget development and financial management * Business transformation & People management * Contract preparation, negotiation and management * Program management * Project management * Business Development * Consultative selling * Account management & Bid management | * Business consulting * IT consulting * Complex outsource delivery * Mediation, dispute resolution and facilitation * Business transformation & Adult education * Presentation development and delivery * ERP Systems planning and deployment * Application development & deployment * Operations planning, implementation & management * Call centre, Help desk & service desk management – design, build & operations * Network management centre – design, build & operations * Large complex systems infrastructure, LAN/WAN and telecommunications |

**Profile**

Grant is a management professional with over 30 years experience with demonstrated success in developing and improving under-performing businesses, projects and customers. He has developed specialist skills in Business Management, Business Development, Project Management, Systems Integration, Application Development, Outsourcing and Change Management. With a pro-active management style Grant focuses on communication, planning, delivery methodologies, staff development and financial control.

Equipped with strong leadership and motivational skills Grant has the ability to quickly assimilate business concepts and effectively focus on key solutions and relationships to get the job done successfully. With the maturity to assume responsibility and accountability for his actions Grant has developed the ability to attract, develop and retain high performing teams motivated to turn situations from negative to positive through co-ordinated team efforts.

**Sample Assignments**

**Valley Longwall International**. ***“SAP Award of Excellence: Winner 2012 best run ERP project”:*** Consulting Chief Information Officer and Program Director.

|  |  |
| --- | --- |
| **Sydney Trains:** Business Integration Management, Strategy, business Case, Program Management.  **WestConnex:** Consulting Chief Information Officer and Project Director.  **Optus / CSC:** Program Director **-** Federal Government (Cluster 3) build outsource program.  **Integral Energy:** Project Director GST program. | **Mallesons Stephen Jaques:** Project Director - Business re-engineering, change management and application project.  **Freedom Furniture:** Project Director – ERP system, Change management, mediation, troubleshooting and application development.  N**AB / Datacom (E\*trade):** Project Director – Trouble shoot and resolve major issue for trading system and outsource program. |

### Consulting Assignments: Summary

**Sydney Trains** (July 2017 to December 2017)

Management Consultant – SAP Enterprise Asset Management program for Sydney Trains. Develop the Continuous Improvement Program including: Program strategy, business case, budget, financial modelling, Request for Tender management, project execution plan, change management strategy.

**Sydney Trains** (January 2017 to June 2017)

Consulting Business Readiness and Integration Manager – SAP Enterprise Asset Management program for Sydney Trains. Interface between the SAP program and the business for customer relationship, business readiness, change management, training, user acceptance testing, cut over transition, and benefits realisation.

**Clearview Wealth Management** (November 2015 to December 2016)

Strategic IT Advisor – IT strategy, implement new project management methodology, implement change management and communications program, member of the IT Advisory Board.

**Concept Chemicals** (July 2016 to December 2016)

Management Consultant – On-board new CEO to take over the company, re-engineer finance and debt structure, mediate with shareholders on share-holding and company direction/operations, implement business processes.

**Port Authority for NSW** (July 2015 to March 2016)

Management Consultant – Mediate a major dispute between Port Authority and Cruise Lines on use of facilities at the international Cruise Terminal at Circular Quay. Develop Business Case for new terminal facilities, Develop and manage RFP for new facilities, implement project management methodology for complex capital works programs.

**WestConnex and Sydney Motorway Corporation** (April 2014 to June 2015)

Consulting Chief Information Officer and Program Director – Major projects: Deploy SAP, business systems, project systems and IT infrastructure. Work with Stage 1 Project Director to develop and build project management methodology and reporting.

**Hardcat and NSW Police** (October 2012 to May 2014)

Strategic Advisor and Mediator – Resolve software development program and political issues for forensic management system.

**Steinhoff Asia Pacific (Freedom Furniture)** (October 2012 to December 2014)

Strategic Advisor – Develop the strategy for the ERP and business systems, resolve and negotiate IT agreements.

**Loop Technology** (October 2012 to December 2014)

Strategic Advisor – Sales and marketing.

**Valley Longwall International (VLI)** (November 2009 to October 2012)

Consulting Chief Information Officer and Program Director – Deploy SAP ERP, business systems and IT infrastructure. Develop a comprehensive business change management program.

**S Central** (May 2009 to November 2009)

Consulting Executive Interim Manager – General Manager, sales and marketing, mergers and acquisitions.

**Consulting Manager** (May 2008 to May 2009)

GMT Software (1-2 days/week), Optus (1-2 days/week), S Central (1-2 days/week), Datacom (1-2 days/week), Pitney Bowes (Short assignment) – Sales and marketing, project management.

**Datacom (**January 2008 to May 2008)

Consulting Project Director – Fix a ‘runaway’ IT project (trading system) for NAB bank.

**Steinhoff Group (Freedom Furniture)** (June 2007 to December 2007)

Management Consultant and Project Director – Deploy a new ERP system including a comprehensive change management program and project management methodology.

**Cellnet** (June 2006 to June 2007)

Consulting General Manager NSW – Sales, marketing, distribution.

**Netstar Networks** (April 2005 to June 2006)

Consulting Account Director.

**Kanbay** (May 2003 to April 2005)

Consulting Account Director.

**Tyco International** (January 2002 to March 2003)

Business Consultant and Project Manager - New business systems.

**Optus Communications** (August 2000 to November 2001)

Consulting Program Director - Develop and build a new IT outsource program for federal government contracts and large blue chip contracts.

**Integral Energy** (January 2000 to August 2000)

Consulting Program Director - Change management and upgrade all systems (130) including the ERP system and the billing system to make them GST capable.

**Siemens** (October 1999 to December 1999)

Consulting Program Director - Close down and transition a billing system software development program.

**AAPT (4days/week) AAPT Sat-Tel (1 day/week)** (March 1999 to October 1999)

Consulting Business Manager - Sales, marketing and operations.

**Arthur Andersen** (July 1998 to March 1999)

Consulting Business Manager - Adult education and IT operations.

**BCA-IT** (April 1998 to July 1998)

Consulting Business Manager - IT operations.

**Wang** (1986 to 1998) – General Management.

**Department of Civil Aviation** (1982 to 1986)

**Sydney Trains**

**Management Consultant July 2017 to December 2017**

*Position brief:*

* Develop the Continuous Improvement Program for the SAP Enterprise Asset Management Program;
* Write the Continuous Improvement Program strategy document including 3 streams – brilliant basics, incremental improvements and strategic projects;
* Develop the Continuous Improvement business case including budget, financial modelling and change management strategy;
* Develop and manage the Request for Tender program for system integrator selection; and,
* Write the project execution plan document for the Continuous Improvement program including the high-level schedule.

*Significant Outcomes:*

* Executive approval for Continuous Improvement Program, business case and budget allocation;
* Successful selection and executive endorsement of the System Integrator; and,
* Set up the Program Management Office ready for January 2018 kick off.

**Sydney Trains**

**Consulting Business Integration Management February 2017 to June 2017**

*Position brief:*

* Business Integration Manager for the SAP Enterprise Asset Management Program;
* Interface between the SAP Program and the business stakeholders;
* Management of the Business Readiness Program;
* Program troubleshooting;
* Program stakeholder management;
* Preparation of Business Readiness reports and executive endorsement to approve readiness to go live;
* Business Readiness go to green actions and risk management;
* Business Benefits Realisation management;
* Solution interventions management;
* Development and execution of go live action plans and business cutover plan; and,
* Program reporting.

*Significant Outcomes:*

* Business endorsement for the current position and the plan to go live on the scheduled cut over date;
* Reorganisation of the Business Readiness Group, responsibilities and actions to enable program deliverables to be met; and,
* Benefits Realisation plans endorsed by the business;

**Clearview Wealth Management**

**Strategic IT Advisor and Management Consultant October 2015 to December 2016**

*Position brief:*

* Appointed by the Chief Executive Officer as an IT advisor;
* Strategic advisor and coach for the incoming General Manager Information Technology;
* Attend IT Advisory Board as mentor to the team and advisor to the Information Technology Leader; and,
* Coach key management on management techniques.

*Significant Outcomes:*

* Transition from traditional project methodologies to a custom agile project management framework;
* Successful on-boarding of incoming Information Technology Leader; and,
* Development and deployment of a Change Management and communications program.

**Concept Chemicals**

**Consulting Mediator and Management Consultant July 2016 to December 2016**

*Position brief:*

* Meditate between company directors and shareholders to resolve shareholder allocation issues and company leadership issues dispute;
* Create and manage change management program, issues management and risk management;
* Develop and execute an on-boarding program for the incoming CEO; and,
* Resolve major commercial issues with customers including debt recovery, create process and procedures for company operations and resolve company finance issues.

*Significant Outcomes:*

* Increase in company revenue and profit margins; and,
* Successful implementation of change management program including: company shareholding and corporate charter, business processes and procedures, debt recovery program and successful on-boarding of CEO.

**Port Authority of NSW**

**Consulting Mediator and Management Consultant July 2015 to March 2016**

*Position brief:*

* Meditate between Port Authority and Cruise Lines including P&O and Royal Caribbean, to resolve a major commercial dispute;
* Develop a risk profile and position paper to outline the dispute, major issues and risks, and the way forward;
* Develop a comprehensive Expression of Interest document and program for new infrastructure as an outcome of the mediation sessions; and,
* Develop a project management framework based on the PMBOK methodology to deploy complex infrastructure projects.

*Significant Outcomes:*

* Successful mediation outcome between Port Authority and 3 cruise line entities;
* Expression of Interest written and deployed, business case developed and approved, position paper for key infrastructure issue agreed and signed off by the Ports Executive Team; and,
* Key Project Management framework developed for future infrastructure projects.

**WestConnex and Sydney Motorway Corporation**

**Consulting Chief Information Officer and Program Director April 2014 to June 2015**

*Position brief:*

* Chief Information Officer and Program Director for WestConnex and Sydney Motorway Corporation;
* Information technology advisor to the Executive for WestConnex and the CEO for Sydney Motorway Corporation;
* Develop and deliver the strategic IT roadmap for the technology and business systems program for WestConnex and Sydney Motorway Corporation;
* Program Director for the SAP Enterprise Resource Planning (ERP) program for WestConnex, SMC, M4 and M5;
* Develop business requirements and business cases for the SAP ERP project, Cloud strategy, and project management systems;
* Business and IT change management;
* Attend business readiness, business transition and EY business intervention program run by E&Y for the TfNSW SAP program;
* Develop the IT budget structure and then build and manage the annual IT budget;
* Develop the IT organisation structure. Recruit and manage the IT team; and,

*Significant Outcomes:*

* Deployment of new SAP ERP system for WestConnex, Sydney Motorway Corporation, M4 and M5 within 2 months. The system is currently managing a $16.9 Billion project portfolio;
* Implementation for the whole of IT for Sydney Motorway Corporation;
* Implementation of new desktop environment including applications for WestConnex;
* Development and deployment of cloud strategy for WestConnex and Sydney Motorway Corporation using IBM SoftLayer, Optus and niche service providers;
* Development and deployment of RFT data room systems for M4 and M5 projects;
* Development and deployment of Primavera P6 project management system;
* Development and deployment of Team Binder project collaboration and document management system; and,
* Development and deployment of project reporting for M4 and M5 projects.

**Hardcat and NSW Police**

**Strategic Advisor and Mediator October 2012 to May 2014**

*Position brief:*

* Strategic advisor to the Hardcat CEO and NSW Police Executive;
* Mediate commercial differences between Hardcat and NSW Police;
* Re-negotiate contractual terms between Hardcat and NSW Police;
* Perform a health check on the Forensic project and advise the NSW Police Assistant Commissioner via a Health Check Report;
* Facilitate management planning sessions within Hardcat and develop strategic roadmap and plan; and,
* Manage a bid team and write the response for Los Angeles Police Department RFP for forensic and property management.

*Significant Outcomes:*

* Mediate an agreed position and approach to finalise the deployment of a forensic management system, a new contract was agreed after being in dispute for around 2 years.

**Steinhoff Asia Pacific (including Freedom Furniture)**

**TCB: Strategic Advisor October 2012 to December 2014**

*Position brief:*

* Strategic advisor to the Executive Team;
* Determine contractual position for outsource services that are in dispute; and,
* Mediate and develop exit strategy and plan for outsource services.

*Significant Outcomes:*

* Exit strategy accepted by the international Steinhoff Board and outsource service provider and then successfully implemented.

**Loop Technology**

**Strategic Advisor October 2012 to December 2014**

*Position brief:*

* Strategic advisor to the CEO; and,
* Coach the management team.

*Significant Outcomes:*

* New business unit formed and operational based on strategic plan.

**Valley Longwall International (VLI)**

**Consulting Chief Information Officer and Program Director**

**November 2009 to October 2012**

*Position brief:*

* Information technology advisor to The Board, Executive Team, CEO and CFO;
* Develop and deliver the strategic IT roadmap and health-check for the technology refresh program;
* Program Director for the SAP Enterprise Resource Planning (ERP) replacement program in Australia, China and USA;
* Develop the IT budget structure and then build and manage the annual IT budget;
* Develop the IT organisation structure. Recruit and manage IT team and internal virtual IT team;
* Develop business requirements and business case for the ERP replacement system and facilitate a structured decision making process with The Board, Executive Team and Senior Managers;
* Develop the Request for Proposal (RFP) document and contract for the ERP replacement program. Manage the RFP process;
* Vendor selection, contract development, negotiation and management for Stream / SAP (System Integrator suite of contracts and services contract), Microsoft license program (License contract and lease contract), Macquarie Telecom: data (Installation & Operating contract), Telstra: voice (Operating contract), Tardis: infrastructure, IBM backend and VMware platform (Integration contract and service contract), (Greentree ERP services contract);
* Provide Mediation between VLI and Telstra and VLI and Greentree outsource provider and VLI and SAP;

*Significant Outcomes:*

* SAP Customer Award of Excellence 2012 – winner Best run ERP project - This is an example of a project that achieved the corporate objectives as agreed from the Board down to the end user;
* Delivery of SAP program on time and under budget (Delivered for $3.5 million with a budget of $3.8 million). A project of this magnitude normally costs around $15 million +;
* The VLI Board gave several major challenges, which were met. The first challenge being, a short 6 month project window. Second, a strict monthly project cash-flow limit and third, segregation of the Diesel division, with a possible delayed deployment date of 2 months as the business priority was on vehicle production – all challenges were met;
* Planning for the SAP program began in July 2011 for a scheduled Go-Live date of January 2, 2012, so there was a very tight deadline. The system was deployed on time and on budget with Corporate reporting being carried out on day 2 after the end of the first financial period on the new SAP system;
* This was the first time that the 3 divisions of VLI come together as one and worked together as a team to achieve a common goal;
* Successful mediation of internal political roadblocks and factional in-fighting to create a clear path for the IT and ERP programs maintaining a strong focus on delivery;
* Successful on time and on budget delivery for the Macquarie global virtual private cloud network;
* Successful on time and on budget delivery of the IBM backend systems virtual infrastructure;
* VLI now have the platform to bring new companies and countries on board in a heartbeat and the ability to achieve complex corporate strategies that were previously out of reach;
* Deployment of industry best practice cloud infrastructure including IBM server, storage and remote backup platforms, VMware virtual systems, Macquarie private cloud infrastructure, Microsoft office and active directory, and Cisco phone and video conference facilities; and,

**S Central**

**Consulting Executive Interim Manager May 2009 to November 2009**

*Position brief:*

* Advisor to the CEO and COO;
* Integration Director for merger and acquisition activities for ComputerCorp, Synergy Plus and Rich Computing;
* Chief Information Officer;
* National Marketing and Vendor Alliance Manager; and,
* NSW Regional Manager.

*Significant Outcomes:*

* Successful transfer of acquired businesses to S Central and then Brennan IT;
* Successful re-engineering of ERP system and business processes;
* A comprehensive change management and communication program for the ComputerCorp merger program; and,
* Successful implementation of vendor and marketing programs.

**GMT Software (1-2 days/week), Optus (1-2 days/week), S Central (1-2 days/week), Datacom (1-2 days/week), Pitney Bowes (Short assignment)**

**Consulting Manager May 2008 to May 2009**

*Optus Position brief:*

* Interim Senior Manager;
* Re-engineer and manage delivery teams;
* Coach staff on management techniques; and,
* Introduce best practice delivery.

*S Central Position brief:*

* Develop and implement vender management programs for EMC, VMWare, Citrix, HP and Microsoft; and,
* Develop and implement a basic marketing program.

*GMT Position brief:*

* Develop new customers;
* Develop quality sales pipeline; and,
* Increase revenue and margin.

*PB Position brief:*

* Develop Sales and Marketing business requirements for new CRM solution; and,
* Project manage deployment of salesforce.com.

**Datacom**

**Consulting Project Director January 2008 to May 2008**

*Position brief:*

* Manage the deployment of a trading system for National Australia Bank (ausmaq);
* Provide mediation between Datacom and ausmaq for late delivery and costs;
* Manage the customer relationship including the CEO;
* Manage the proof of concept phase;
* Manage the testing phase;
* Manage the cut over phase; and,
* Manage vendors and procurement.

*Significant Outcomes:*

* The project was in disarray when Grant first joined the project. The project had lost direction, the customer was dissatisfied and there were severe penalties for late delivery. Grant restored the project to normal operations and brought order to all account activities;
* The project went live and the system commenced trading on schedule; and,
* The project was viewed by Datacom as the best deployment they had delivered at the time.

**Steinhoff Group**

**Management Consultant and Project Director June 2007 to December 2007**

*Position brief:*

* Project Director - ERP system;
* Provide mediation between Steinhoff and the vender on late project delivery, functionality and costs;
* Manage the business requirements/solution design phase for a financial, supply chain, merchandise solution;
* Build and manage the development phase;
* Build and manage lifecycle testing phase;
* Develop a comprehensive library of business processes;
* Develop and deploy a structured change management and business readiness program;
* Introduce and deploy project management standards and process;
* Management of Steinhoff and vendor staff; and,
* Management of the contract.

*Significant Outcomes:*

* Integration of dysfunctional project groups including the vendor into one focused project team;
* Development and deployment of a comprehensive change management and communications program; and,
* The outcome of the solution design phase was a comprehensive document library including business process design, business processes and a custom IT solution.

**Cellnet**

**Consulting General Manager NSW June 2006 to June 2007**

*Position brief:*

* Responsible for P&L. Revenue $120 million;
* Management of sales, pre sales, support and warehouse operations;
* Management of national business projects;
* Re-engineer sales and delivery for NSW region;
* New business development; and,
* Development and deployment of sales and marketing activities.

*Significant Outcomes:*

* Saved $1 million per annum by re-engineering delivery operations for NSW;
* Re-engineered national telco sales operations;
* Developed top 10 IBM accounts nationally; and,
* State Leader for IBM, Lenovo, HP for 5 consecutive months.

**Netstar Networks**

**Consulting Account Director April 2005 to June 2006**

*Position brief:*

* Manage major accounts including Wesfarmers, Tyco International, Energy Australia, Sydney Airports, Metcash, Avaya;
* Develop new business within existing Netstar accounts;
* Business Development for managed services;
* Major technologies include: Cisco / Nortel - voice, data, security & wireless;
* Project Management of customer solutions; and,
* Typical account values: $200K to $1.5 million GP per annum.

*Significant Outcomes:*

* Won major new business for managed network services including Tyco and Wesfarmers;
* Won 3 year Telco contract for $3 million for Blackwood / Wesfarmers;
* Turned Avaya account from a negative situation and won a new contract for 2 years; and,
* First quarter on starting 280%, Q4FY06 325%, Overall FY06 120%.

**Kanbay**

**Consulting Account Director May 2003 to April 2005**

*Position brief:*

* Develop new business targeting the top 500 corporate companies;
* Develop new IT managed service solutions and develop new business for SME companies;
* Account management for major accounts; and,
* Deploy corporate development programs to improve profitability and delivery capability.

*Significant Outcomes:*

* Built new sales pipeline representing $3.7million; and,
* Developed major banking and insurance accounts increasing revenue from $0 to $800K.

**Tyco International**

**Business Consultant / Project Manager January 2002 to March 2003**

*Position brief:*

* Build and implement sales system and re-engineer business processes to automate national sales program delivered by external Tyco business partners;
* Initially to work with business managers and key stakeholders to develop business plan and then develop the business requirements for the sales system;
* Implement project management methodology to develop the solution by Tyco in the USA and deploy locally in Australia; and,
* Project value: $1.2 million.

*Significant Outcomes:*

* Solution adopted as an international framework for the whole of Tyco;
* A key benefit of the project included in depth analysis of business financials resulting in the identification and resolution of financial issues in excess of $1 million; and,
* Business efficiencies were gained with re engineering processes prior to the implementation of the solution.

**Optus Communications**

**Consulting Program Director August 2000 to November 2001**

*Position brief:*

* Reporting to the General Manager of the outsource division, the charter was to implement a new outsource program and transition managed services from CSC to Optus. Services were delivered to top 500 corporate customers and Federal Government customers (Department Of Immigration, Australian Electoral Commission, Bureau Customers, Australian Surveying & Land Info Group, Dept. Of Finance & Administration);
* Provide mediation between Optus, CSC and the Federal Government Agencies for transition of services;
* Develop business plan and program management plan;
* Develop and deploy systems and processes capable of supporting contracted SLAs;
* Develop the organisation structure, develop staff training program, hire and train staff;
* Integrate outsource program into Optus corporate utilising core Optus delivery teams;
* Set up and manage relationships with major vendors including Compaq, Cisco and NEC;
* Perform due diligence and project manage the transition of services;
* Manage the operational program and executive relationships with customers;
* Program value: $200 million; and,
* Staff: 40 Managers: 4 Project Managers: 5.

*Significant Outcomes:*

* Due diligence and successful transition of managed services from CSC to Optus against tight time frames;
* Worked with Corporate and Government team to win the business and successfully transitioned managed services for Federal Government Cluster 3 outsource program against contracted tight time frames;
* Maintained stability during politically sensitive phases of transition; and,
* Hired, trained and successfully transitioned successors to the role on departure.

**Integral Energy**

**Consulting Program Director January 2000 to August 2000**

*Position brief:*

* Initiate the GST Program Office;
* Initiate business plans and business requirements;
* Provide mediation between Deloitte and EDS for differences in delivery methodology and political landscape;
* Establish clear roles and accountabilities for people involved in the GST program;
* Establish program framework and workstreams;
* Establish and initiate programs and sub programs for each division and workstream;
* Provide leadership and guidance of implementation program;
* Establish priorities and resolve conflicting priorities;
* Manage program resourcing;
* Monitor performance of all programs and sub-programs;
* Advise Program Sponsor;
* Document and manage the program risks;
* Management of program scope;
* Project value: $8 million; and,
* Staff: 160, Project Managers: 19.

*Significant Outcomes:*

* Brought order to the project, re-organised the delivery workstreams and ensured the project deadline defined by the ATO could be bought back on schedule;
* Re-engineered project delivery teams including Integral Energy staff, Arthur Andersen, Deloitte Consulting, Price Waterhouse, Mallesons Stephen Jaques, and EDS;
* Implemented program standards, objective reporting, and program disciplines;
* Implemented executive decision making process and prioritisation mechanism to fast track the program to meet the project deadlines;
* Diluted political struggles between delivery teams by mediation; and,
* Successful implementation of GST systems and processes on 30 June 2000, a major achievement given the project was declared “out of control” by the Integral Board in January 2000 prior to engagement.

**Siemens**

**Consulting Program Manager October 1999 to December 1999**

*Position brief:*

* To troubleshoot and then closedown a Telco billing software project; and,
* Project value: $1.5 million.

*Significant achievements:*

* Re structured project delivery team and implemented project standards reducing the number of bugs in the production release of software by 40%; and,
* Successfully closed down major software development initiatives and transitioned to software maintenance with minimal impact to customers.

**AAPT (4days/week) AAPT Sat-Tel (1 day/week)**

**Consulting Business Manager March 1999 to October 1999**

*AAPT Position brief:*

* Reporting to the General Manager for Corporate and Government the charter was to develop a bid management team to win large complex deals;
* Establish strategic marketing plan and sales plan for the Corporate and Government Sales Division;
* Implement bid management process; and,
* The assignment also included a temporary Sales Management role for 2 months whilst searching for a suitable candidate to fill the position.

*Significant achievements:*

* The team was successful in wining new business for the Commonwealth Bank and Group 5, both worth $200 million + and other major Corporate and Government outsource deals.

*AAPT Sat-Tel Position brief:*

Enhance service delivery using best practice methodologies to increase customer satisfaction and enable service delivery SLAs to be met.

**Arthur Andersen**

**Consulting Business Manager July 1998 to March 1999**

*Position brief:*

* The assignment reported to the CIO with the brief to manage IT operational staff, coach IT Managers and implement best practice service delivery, including the development of quality processes;
* Centralise helpdesk services from three locations to one;
* Develop business requirements and project manage the deployment of a new Vantive trouble ticket system; and,
* Develop and deploy IT education program for all AA staff.

*Significant achievements:*

* Re-engineered IT delivery teams and systems achieving higher customer satisfaction by 60%; and,
* Developed IT Education Group and strategy. This program was deployed world wide.

**BCA-IT**

**Consulting Business Manager April 1998 to July 1998**

*Position brief:*

* Provide strategic plan and advise Senior Management on best practice service delivery;
* Manage NSW Professional Services;
* Bring order to dysfunctional delivery groups by re-engineering IT service delivery & project management services;
* Introduce project management methodology; and,
* Staff: 16.

*Significant achievements:*

* Successfully re-engineered delivery teams to achieve a major improvement in efficient delivery of pre and post implementation services by 20%.

### Permanent Employment Summary

**Wang**

**1986 to 1998**

*Position brief:*

* General Manager, Enterprise Support Centre (1996 – 1998);
* Manager Northern Region, Solution Sales and Professional Services (1993 – 1996);
* Principal Consultant, Professional Services (1990 – 1993);
* Senior Support Specialist, National Support Group (1988 – 1990); and,
* Principal Teacher, Asia Pacific Education (1986 – 1988).

**Department of Civil Aviation**

**1982 to 1986**

*Position brief:*

* Cadet and teacher (1982 – 1986).